

# Emergency Responder

PRSTD STD  
U.S. POSTAGE  
PAID  
KENT, WA  
PERMIT #71

ECRWSS  
POSTAL PATRON

Kent Fire Department  
Regional Fire Authority



International  
Accredited  
Fire Agency

Fall 2014

## Social Media is Here to Stay

By Captain Kyle Ohashi

Ten years ago, if you heard the phrase "social media", chances are you would have shaken your head and said that you had never heard of it.

Today, social media is all around us and apparently is here to stay.

According to Webster's Dictionary, social media are "forms of electronic communication (as Web sites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages, and other content." Some of the more commonly used social media avenues include Facebook, Twitter, and personal blogs.

A 2013 Gallup poll recently showed that 58% of people age 50 - 64 watch television for their news, and for people 65 and older, the percentage goes to almost 70%. For groups less than 50 years of age, about 50% watch television as their main source of news.

In contrast, according to Edison Research Inc., 81% of people under the age of 35 use social media for news, information, and entertainment.

Another aspect that has added to the popularity of social media is the number of users with "smart" phones and tablets. These devices allow people to use their cell phone connection or a local internet signal to get data sent to their device.

Therefore it is not surprising that local media, like everyone else, has jumped on the social media bandwagon to get information out to their audiences. "Applications" or "apps" can be found for any news agency.

In 2013 the Kent Fire Department RFA also began using social media to better serve the people and businesses of the response area.

### What makes social media a great tool for the fire service?

- It is instantaneous. Information can be sent in real time to inform people as it happens.
- It reaches a larger audience who can receive the information anywhere, anytime.
- It can be resent by anyone to facilitate the spread of accurate information.
- It reduces misinformation and rumors by providing better information, quickly.
- It facilitates two-way communication. Readers can send messages back to the sender or post messages for others to see.

The Kent Fire Department Regional Fire Authority has three social media sites that support the department's mission statement of "Professionally and Compassionately Helping People". By providing a Facebook page, Twitter account, and website, the department uses new tools to provide our community with up-to-date information in a professional and easy to use manner.

By going to our website, people can learn about the department, safety information, and the calendar of events. The public can also contact the fire department with questions or concerns.

For those that use Facebook and Twitter, the Kent Fire Department RFA can now send out information about incidents as they happen, warn the public about possible dangers before they affect you, and let you know about future events.

The department also uses Twitter and Facebook to post its weekly emergency call volumes by type of call, letting our residents know what kind of incidents their

firefighters are responding to. Photos or video of the incident can also be added to the Tweet so people have a better understanding of the situation.

This instantaneous information can help you make better decisions, increase your safety, and reduce the chances of getting misinformation through rumor. Users can then "retweet" or "repost" messages to someone else.

### An example:

The Kent Fire Department RFA firefighters are at a house fire with fire hoses blocking parts of a busy street during rush hour traffic. Notifying the public and Metro Transit of the potential traffic slowdowns and distractions is the role of the department's Public Information Officer (PIO).

By utilizing Twitter, the PIO can send messages to those who follow the Kent Fire Department RFA about the incident, allowing them to reroute themselves or warn others by retweeting the message. In addition, the local media, who also follow the department's Twitter account, can then broadcast this information over their social media sites as well as the more traditional means of radio and television.

For fire departments and other agencies that need avenues for distributing information, all this is good news. By taking advantages of social media, as well as traditional media, agencies can now reach many more people and do so in a timelier manner.

If information is power, then the Kent Fire Department RFA goal is to empower its residents and businesses with as much as possible to assist their fire and life safety decision making process every single day.

**We are your partners for life.**



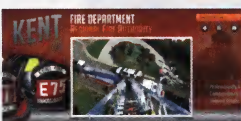
### To find out more about the Kent Fire Department RFA's social media sites, please check out:



Kent Fire Department  
Regional Fire Authority



@Kentfirerfa



www.Kentfirerfa.org

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## New Recruits



**Gregory Kelley**

A graduate of Washington State University, Gregory served for several years as a firefighter with King County Fire District 2 (Burien/Normandy Park) and the Hanford Fire Department in Richland before joining the Kent Fire Department RFA.

Married with two kids, he enjoys snowboarding and any sport that uses a ball.



**Jonathan Glanville**

Jonathan is from the Everett area and continues to live there while working for the Kent Fire Department RFA. He attended Everett Community College where he studied to become a firefighter.

Prior to joining our department, Jonathan worked for an automotive parts manufacturer and as a welder. He also gained firefighting experience while working for the Marysville Fire Department.



**Alex Reid**

A former Eagle Scout with the Boys Scouts of America, Alex still enjoys hiking, backpacking, and camping. While studying for his Eagle Scout, Alex took a fire and life safety course through the Woodinville Fire Department, which helped him decide to be a firefighter.

A graduate of Western Washington University, Alex worked as a volunteer with Whatcom County Fire District 8 before joining this department.

## Toys for Joy Program Returns

The 2014 Toys for Joy program returns beginning November 24<sup>th</sup> as toy barrels get set up in all Kent Fire Department RFA fire stations, ready to receive new, unwrapped toys that will go to needy children during the holiday season.

Toys for Joy is an annual event hosted by the Kent Fire Department RFA, the Kent Firefighters Foundation, and the Kent Firefighters Local 1747. Its purpose is to bring joy to the less fortunate during the holidays by providing gifts and food.

Gift wrapping parties will be scheduled to wrap the toys before their delivery in late December. Dates for the wrapping parties will be posted on our Toys for Joy hotline beginning November 24<sup>th</sup>. Please call 253-856-4485 after that date for more information.



## From the Chief



***It's the Finish,  
Not the Start,  
that Counts the  
Most In Life***

Fire Chief offices tend to be busy places, but a sense of silence descended over the Kent Fire Department

RFA Fire Administrative Offices on June 26, 2014 when Deputy Chief Ken Weatherill retired after over 34 years with the department.

Chief Weatherill's respect for the profession and his loyalty and honesty displayed throughout his career were best exemplified by the manner in which he performed his duties. After nearly three decades of being a chief officer and a leader for the Kent Fire Department RFA, his respect for the profession never wavered. He approached each new task, assignment, or situation with a quiet sense of urgency and professionalism, always placing the organization before himself.

New firefighters and seasoned firefighters alike appreciated his loyalty to the department because he was one himself. He understood and related to their passion, expectations, and exposure to the many types of calls firefighters respond to.

Chief Weatherill and I talked about father time and how fast his 34 years of service had passed. I conveyed to Chief Weatherill how my dad has stated many times that time flies by even faster once you retire. Talking about father time, I have a story I would like to share with you about Deputy Chief Weatherill.



Each year, the International Association of Firefighters, Local 1747 sponsor our annual retiree's luncheon where we invite all department retirees to return for a reunion. We talk about the past and current events within our organization and the department's vision and future. Once you are part of the Kent Fire Department family, you are always part of the Kent Fire Department family. Our roots, history, and future are directly related to those who have served in the past.

At the 2013 annual retiree's reunion, we tried something new; we had a contest for those in attendance to identify individual pictures of both current and retired firefighters. The pictures displayed were of firefighters in their younger years when they first joined the Department.

Ironically, a picture of Deputy Chief Weatherill appeared on the screen. As the picture appeared, I realized that Chief Weatherill did not recognize it was a picture of him, 30 years ago. I asked him if he recognized the picture, at first he said he did not, then he realized it was a picture of him. Regardless of how hard we try, father time has a way of catching up with all of us.

Deputy Chief Weatherill always placed the Department first. He truly believed and demonstrated throughout his career, that it's the finish, not the start, that counts the most in life.

**Be Safe.**

*Jim Schneider*

Fire Chief Jim Schneider





# Safety & Education

## Fire Safety for the Business Community

By Public Education Specialist Kirsti Weaver

Owning and operating a safe business is important. Customers and employees depend on having a safe working environment. On an annual basis, many local businesses are inspected by the Kent Fire Department RFA to help enforce established fire safety standards. Some corrections that are common and seen frequently can be easy to remedy and will offer you, the employees, and customers a fire safe environment. Below are some of the common violations frequently seen during the fire safety inspection.

A small business often means limited storage and it is common for fire inspectors to see storage of combustible items near ceilings or in front of exits. Combustibles include paper or other materials that can easily catch fire. The codes for storage are:

Combustible storage shall be at least 2 feet below the ceiling or 18" below sprinkler heads (IFC 315.3.1).



Storage too close to sprinkler heads can limit their ability to extinguish a fire.

Exit ways and doors shall be free from obstructions (IFC 1030.3) and not hidden/concealed by furnishings or decorations (IFC 1030.6).



Keeping exit doors clear increases employee and customer safety.

In the event of a fire or any other hazard, employees and customers need to get out quickly and safely. To help ensure that everyone escape safely:

Exit signs shall be illuminated (IFC 1011.3).

Fire/smoke barrier doors shall not be obstructed or otherwise

impaired from their proper operation at any time (IFC 703.2).

Electrical problems can result in a fire. Commonly violated electrical codes are:

A working space not less than 30" wide or (width of equipment). 36" deep and & 78" high shall be provided in front of electrical service equipment (IFC 605.3).

Non-fused plug strips are prohibited (IFC 605.4).

Re-locatable power taps shall be directly connected to a permanently installed receptacle (IFC 605.4.2).

Extension cords shall be used only with portable appliances, and not be a substitute for permanent wiring (IFC 605.5).



All junction boxes need covers to prevent electrical shorts or shock.

Open junction boxes and open wiring splices shall be prohibited. Covers shall be provided for all switches and electrical boxes (IFC 605.6).

Businesses are required to have portable fire extinguishers. The extinguisher is intended for small fires or to assist the employees in escaping the building. To make the best use of an extinguisher:

Portable fire extinguishers shall be serviced and tagged annually by a certified individual (IFC 906.2-NFPA 10).

Fire extinguishers shall not be obstructed and shall be in a conspicuous location (IFC 906.5) or be provided with an approved sign (IFC 906.6).



An obstructed extinguisher can allow a small fire to become a large one.

Good housekeeping is important in a fire safe business. By reducing clutter and organizing supplies/inventory, a business reduces its chance of fire. Some common code violations under housekeeping are:

Combustible materials shall not be stored in exit or exit enclosures (IFC 315.3.2).

Compressed gas containers, cylinders and tanks shall be secured to prevent falling (IFC 5303.5.3).

Lastly, should you need to call the fire department; whether for a fire or medical emergency, emergency responders need to be able to locate your establishment quickly. A violation seen often that is easily correctible is:



Securing cylinders reduces the chance of damage, explosions, or injuries due to tipping.

The building address shall be clearly visible from the street, minimum 6" in height with a contrasting background. (KCC13.06.140)



A visible address aids firefighters and allows them to get to you quicker during an emergency.



Ensure that exit lighting shows the way out during an emergency.

**Have a question about codes or business inspections? Please call the Fire Prevention Office, 253-856-4400.**

# Life Assurance: Working Smoke Alarms

By Public Education Specialist Melanie Taylor

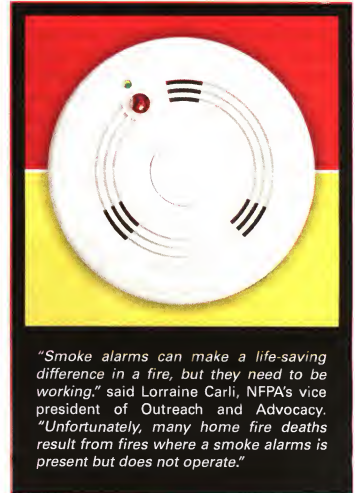
"Working Smoke Alarms Save Lives: Test Yours Every Month!" October is Fire Prevention Month. This year's National Fire Protection Association Fire Prevention Month theme focuses on motivating people to test their smoke alarms each month to ensure they're working properly. Smoke alarms save lives. If there is a fire in your home, smoke spreads fast and you need smoke alarms to give you the early warning necessary to get out safely.

According to NFPA statistics:

- Having a working smoke alarm in the home cuts the risk of dying in a fire by half.
- On average each year, three out of five home fire deaths are the result of fires where there are either no smoke alarms or no working smoke alarms.
- In one-quarter (23 percent) of the home fire deaths, smoke alarms were present but did not activate for some reason.

Kent Fire Department RFA recommends:

- Installing smoke alarms inside every bedroom, outside each sleeping area, and on every level of the home, including the basement.
- Large homes may need extra smoke alarms.
- It's best to use interconnected smoke alarms. When one smoke alarm sounds they all sound. Interconnected alarms are available that are wireless and "talk" to each other through a radio frequency.
- Test all smoke alarms at least once a month. Press the test button to be sure the alarm is working.
- There are two kinds of alarms. Ionization smoke alarms are quicker to warn about flaming fires. Photoelectric alarms are quicker to warn about smoldering fires. It is best to use both types of alarms in the home. You can do this by purchasing alarms that contain both types of sensors.
- A smoke alarm should be on the ceiling or high on a wall based on the manufacturer's recommendation. Keep smoke alarms away from the kitchen to reduce false alarms. They should be at least 10 feet (3 meters from the stove).
- People who are hard-of-hearing or deaf can use special alarms. These alarms have strobe lights and bed shakers. Many of these types of alarms are available by special order or online.
- Replace all smoke alarms every 10 years, or sooner if they don't respond properly when tested. Write the purchase date of the alarms when you install them.
- When the smoke alarm sounds, go outside and stay outside. Call 9-1-1 once you have left the house and never re-enter a home once you evacuate. Fires double in size every thirty seconds.



## Working Smoke Alarms Save Lives

### Test Yours Every Month!

Fire Prevention Week • October 5–11, 2014 • Go to [FPW.org](http://FPW.org)



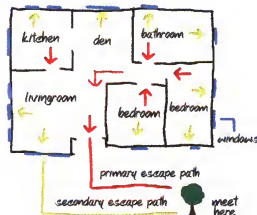


# Plan Your Escape



Your ability to get out of your home during a fire depends on advanced warning from smoke alarms and advanced planning.

- Get everyone in your household together and make a home escape plan. Walk through your home and look for two ways out of every room. Usually this will be the door and a window.
- Make sure escape routes are clear of clutter and that doors and windows open easily. Windows with security bars or grills should have an emergency release device.
- Plan an outside meeting place where everyone will meet once they have escaped. A good meeting place is something permanent, like a tree, light pole, mailbox, or neighbor's house a safe distance away. Make sure your meeting place doesn't require you to cross the street. Remember that fire engines are responding to your home on that street!
- If there are infants, older adults, family member with mobility limitations, or children who do not wake to the sound of the smoke alarm make sure that someone is assigned to assist them in the event of an emergency.
- Call 9-1-1 once you are outside the residence.
- If you live a multi-family building, warn others of any fire if you can do so safely.
- If you can't safely get out of an upstairs window, consider purchasing an escape ladder.



## Home Fire Escape Plan



## Hey Kids!

It time to get Safety Busy! Grab a piece of paper and some color crayons.

1. Draw a floor plan or a map of your home. Show all doors and windows.
2. Mark two ways out of each room.
3. Mark all of the smoke alarms with a red S. Smoke alarms should be in each sleeping room, outside each sleeping area, and on every level of the home.
4. Pick and mark on your plan an outside family meeting place. (It can be a tree, mailbox, light post or neighbor's house.)



## Bookmark CRAZE

Sparky says:

make sure

your home

has working

SMOKE ALARMS

5. What's a plan without practice? Get the family together and practice your Home Escape Plan at least twice a year and at least once at night.

**REMEMBER:** If your bedroom is on the 2nd or 3rd floor, it's very important that you have an escape ladder stored under your bed. You will use the ladder to climb safely out of the window to the ground and then go to the family meeting place.



## Practice Corner

- What do you do if your clothes are on fire?  
Stop-Drop-Roll
- What do you do if your house is on fire?  
Crawl Low (under the smoke) and Go!



Color the bookmark. Using scissors cut on the dotted line. Use to mark to keep the place marked in your book between reading.



Kent Fire Department RFA





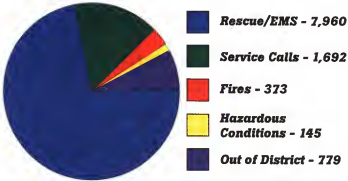
## The Run Report

Kent/Covington/District 37/  
SeaTac Incidents

By Public Education Specialist Kirsti Weaver

From March 1, 2014 through August 31, 2014 your firefighters responded to 10,949 calls for help.

### Calls For Help



#### Two-Alarm Apartment Fire

**SeaTac, Wash. – March 12, 2014** – Firefighters from several local fire departments responded to a two-alarm apartment fire in the 17800 block of 32 Ave. S. that damaged two apartments and forced the evacuation of several more. All of the residents were able to escape safely and there were no reports of injuries. There was a concentrated effort to get into the affected units due to reports of people possibly being trapped by the fire. Flames were visible from several blocks away and reports to 9-1-1 were made from throughout the area. When firefighters from the Kent Fire Department RFA arrived on scene, they found smoke and flames coming from a second story apartment. Fire had also spread to a second unit. In total, four units were damaged. After fighting the fire from the outside to knock down the flames, crews entered the affected apartments and extinguished the fires. Searches of the apartments confirmed that everyone had escaped safely. Red Cross assisted the four families, totaling seven adults. According to the apartment manager, there were working smoke and carbon monoxide alarms in all apartments.



#### Abandoned Building Burns

**SeaTac, Wash. – June 5, 2014** – Firefighters from the Kent Fire Department RFA and several surrounding jurisdictions responded to a report of a possible house fire in the 16000 block of International Boulevard. When the first units arrived, they found a 30 by 30, single story, commercial building with fire coming from all parts of the structure. Firefighters immediately attacked the fire to keep it from spreading to a small strip mall located only 15 feet away. Because of their quick actions, the fire was confined to the building where it first started. The building was apparently not being used commercially and was known to have transients occupying it from time to time. No one was found in the building and no one was seen near it at the time of the fire. Due to the amount of damage to the



building and lack of evidence, the fire investigators have ruled the fire cause as "undetermined."

#### Hazardous Materials Incident

**Kent, Wash. – June 26, 2014** – Two workers at a post office distribution center were sent to a local hospital after they encountered a leaking package while sorting mail. Both workers complained of respiratory

distress and coughing after finding a package that appeared to be leaking some sort of fluid. The box was placed on the loading dock and 9-1-1 was called. Firefighters from the Kent Fire Department RFA responded to the call and treated the two workers. As a precaution, the fire department's Hazardous Materials Response Team was brought in to analyze the liquid for identification. The situation became more complicated when it was discovered that the contaminated box encountered by the workers was not the source of the leak, but that it came from another package altogether. The second package was located and the contents analyzed by the HMRT. As is common in situations such as this, without more information about the material it is almost impossible to determine exactly what the material was, given that there are tens of thousands of different chemicals and compounds. The HMRT was able to determine that the material was a respiratory irritant but that it was not explosive, radioactive, or immediately dangerous to life, and that it was stable. The leaking and contaminated packages were sealed up and turned over to postal officials for further investigation as to their source.

#### Freezer Unit Fire

**Kent, Wash. – July 11, 2014** – Fire emergency units responded to a fire at Safeway in the 13200 block of Kent Kangley Rd. S. and upon arrival found smoke and sparks coming from a 10 by 10 foot freezer inside the large retail space. The fire was contained to the freezer and did not affect any other portion of the store. The entire store was evacuated as a precaution and there were no reported injuries. Store employees helped customers by serving bottled water to those waiting to re-enter the store due to the 80 plus degree day.

#### Brush fire

**Covington, Wash. – July 13, 2014** – A large brush fire along Highway 18 was more of a distraction than a true hazard for motorists as the flames consumed approximately one acre of grass. Firefighters water and foam to combat the flames and keep them from homes in the area. No cause was determined, though there were numerous cigarette butts along the side of the road.

#### Tractor Rollover Traps Man

**Kent, Wash. – July 3, 2014** – A man suffered non-life threatening injuries when the tractor he was on tipped over, trapping his leg. When firefighters from the Kent Fire Department RFA arrived in the 14500 block of SE 288 Pl., they found the man conscious and alert, but unable to free himself. His leg became trapped as the tractor tipped onto its side while working on a small incline. Firefighters used special jacks, normally used in auto extractions, to stabilize the tractor and lift it high enough to free the man. The patient was transported to a local hospital by ambulance after being examined by King County paramedics.



## Coming Events

<b>October</b>	<b>1, 15</b>	RFA Board meeting*
	<b>11</b>	CPR/First Aid class**
	<b>5-11</b>	Fire Prevention Week
<b>November</b>	<b>2</b>	Change your clock, change your battery
	<b>5, 19</b>	RFA Board meeting*
	<b>8</b>	CPR/First Aid class**
	<b>24</b>	Toys for Joy Program begins
<b>December</b>	<b>3, 17</b>	RFA Board meeting*
	<b>13</b>	CPR/First Aid class**
	<b>TBD</b>	Toys for Joy wrapping parties (call 253-856-4485 for more information)
	<b>TBD</b>	Toys for Joy deliver to Kent Senior Center
<b>2015</b>	<b>5</b>	Registration opens for CERT classes
<b>January</b>	<b>7, 21</b>	RFA Board meeting*
	<b>10</b>	CPR/First Aid class**
<b>February</b>	<b>4, 18</b>	RFA Board meeting*
	<b>7</b>	CPR/First Aid class**
<b>March</b>	<b>4, 18</b>	RFA Board meeting*
	<b>14</b>	CPR/First Aid class**
	<b>TBD</b>	Spring CERT classes begin
<b>April</b>	<b>1, 15</b>	RFA Board meeting*
	<b>11</b>	CPR/First Aid class**
<b>May</b>	<b>6, 20</b>	RFA Board meeting*
	<b>9</b>	CPR/First Aid class**
	<b>TBD</b>	Gift of Life presentations at local high schools

\*RFA Board meetings begin at 5:30 pm and are open to the public.  
Location: Fire Station 78 • 17820 SE 256 Street Covington, WA 98042

\*\*Call 253-856-4300 for information and to register for CPR/First Aid classes.



# Community Partnerships

## Covington Kiwanis – Making a Difference in the Community

The Kent Fire Department RFA would like to recognize Covington Kiwanis for the great partnership we have, as well as their time and hard work given to the community.

The Kiwanis club has been very generous to the fire service both in time and the donations of bicycles and bike helmets for events, safety presentations, and classes.

Since 1991 Covington Kiwanis has paid it forward in making the community a better place by serving the children of the community/world. The Covington Club's involved with Communities in Schools-Kent, Catholic Community Services, Vine Maple Place, The Maple Valley Food Bank, Covington Days, Hollydaze, and Kidsfest. In addition, the members are present and active in the schools by participating in The Bugs Program at Cedar Valley, Jenkins Creek Elementary, and the Key Club at Kent Lake High School.

Thank you Covington Kiwanis for the outstanding work you do with the Kent Fire Department and in the community we serve!

**Covington Kiwanis Club – small in numbers but powerful in making a difference in the community.**



Members left to right: Jim Ramseth, Melanie Taylor, Chris Meyer, Margaret Harto, Rick Zeleznik, Krista Bates, Larry Harto, Laura Roth, Charlotte Golinick, and Rosie Knott. Members not pictured: Carrie Bogen, Tina Bui, DeWayne Jensen, Joanne Hamilton, Lynnyetta Keller, Becky Sheets, and Pamela Zeleznik

## Regional Fire Authority Governance Board

When people think of the fire department, they usually think of calling 9-1-1 and emergency response. The Governance Board of the Kent Fire Department Regional Fire Authority would like to acquaint the residents and businesses of our responses area with other services.

**Administration:** Want to sign up for a CPR class? Want to learn more about the Fire Benefit Charge? Need to file a public records request? Need a burn permit? The administrative staff can assist you with all of these and more. The public can call 253-856-4300 or stop by the administrative headquarters at 24611 116 Ave. SE.

**FDCARES:** Page 8 of this issue has information on this important program and the services it offers to those residents who are in need of medical services other than emergency response. More information can also be found at [www.fdcare.com](http://www.fdcare.com).

**Public Education:** From safety displays and information at Cornucopia Days to joining local businesses at their safety fairs, the Public Education Specialists of the Regional Fire Authority work hard to be proactive with fire and life safety information. Groups that would like to have a Public Education Specialist at their event can schedule it by calling 253-856-4480.

**Public Information:** Like public education, the Public Information Officer is ready to speak with your home owners association, service group, or other association that would like to learn more about their fire department and how the department can assist them.

**Social Media:** On page 1 you can find information about social media sites related to your fire department. On the web site you can find fire and life safety information, dates of Governance Board meetings and minutes, and media releases of incidents. There is also information that can be printed for your use.

**Fire Prevention:** Making existing businesses safe for employees and customers through code enforcement and helping new businesses meet the fire and building codes necessary to open are all parts of this division of the fire department. You can also contact the division by calling 253-856-4400.

Again, the Governance Board wants to help the residents and businesses of our response area meet their needs. The firefighters and civilian staff of the Kent Fire Department Regional Fire Authority work for you and are your partners for life.



# FDCares

Expanding Services from the Kent Fire Department RFA



Since January of 2010, the Kent Fire Department Regional Fire Authority has been working on the development of the Fire Department Community Assistance Referral and Education Service (FDCARES) program. After years in the planning stages, system piloting and testing, nationwide research, cooperation with many local private healthcare agencies, assistance from fire departments in many other states, and support of the State Legislators, we are taking the FDCARES program to the next level. The program has grown far beyond the original vision and the department is taking on a new commitment to the residents in our community. This commitment is to provide Non-Emergent Medical Services (NEMS) to our residents needing assistance in navigating the sometimes complicated healthcare and social service world in which we now all live.

On Monday September 8th, a non-emergent response vehicle called a "CARE" unit was placed in service. This small van is staffed with two firefighters who are Emergency Medical Technicians (EMT) and will be available 24 hours a day and 7 days a week to provide a variety of nontraditional fire department medical services. These services have been established to meet the "Triple Aim" of the Affordable Care Act (otherwise known as Obamacare). The triple aim is to first ensure that the healthcare provided to our residents is the highest quality of care with the best patient health outcomes. Secondly to ensure that our residents are provided access to the most appropriate level of care in the correct healthcare setting, at the right time, and are provided the most appropriate transportation mode for their care. Finally, to ensure that all medical care is provided to our residents in the most cost effective manner available at the time the services are required.

## What exactly are these services and how are they accessed?

In short, any medical service request that is considered non-emergent can be answered by accessing the departments FDCARES program. Although we may not always be able to provide the specific care needs, we will ensure that you are connected to those healthcare providers and social services available within our community that do. Our firefighter EMT's are CARE coordinators, and will advocate with service providers within our community on your behalf.

Through the 911 system, medical requests for services that are identified as non-life threatening or more specifically, "non-emergent," will automatically be provided a non-emergent response. Our CARE response vehicle is much smaller than a typical medical unit or fire engine and is not equipped with emergency lights or sirens. This means that the vehicle will drive with the normal flow of traffic and will not approach with loud sirens and bright lights. Because of this much safer response model, the time it will take to get to a non-emergent medical request patient will take a little bit longer. Another element that a 911 caller will notice right away is that our medical staff on the response vehicle will be contacting the caller over a hands free mobile phone system while on the way to assist with the medical request. In most cases, if the patient cannot be contacted by phone after calling 911, the current emergency response process will be taken place.

For your immediate medical needs, please do not delay your call to 911! We will determine the most appropriate assistance for your request. If you are having problems navigating the social service environment, need assistance with transportation for a future medical appointment, would like assistance obtaining and installing fall prevention devices, or have similar other non-emergent medical service questions, please leave a message on our recorded line at 253-856-CARE (2273). For more information, visit the FDCARES website at [www.FDCARES.com](http://www.FDCARES.com).



Watch for the CARES vehicle as it delivers important non-emergency care to those in need.



24611 116th Avenue SE • Kent, WA 98030

## Contact Phone Numbers

Emergency.....9-1-1  
Emergency Management:.....253-856-4440  
Fire Business:.....253-856-4300

Fire Prevention: .....253-856-4400  
Public Education & Information: .....253-856-4480  
CPR and First Aid Classes: .....253-856-4300  
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